

**ELECTRONIC SERVICE LEVEL AGREEMENT FOR
WEB SITE AND COMPUTER SERVICES HOSTING**

Abstract of the Disclosure

Computer-based methods and systems are provided for building, provisioning and
executing one or more electronic service level agreements (eSLAs) for Web and other
computer hosting services, which specify and enforce service contracts for Web and other
computer hosting services. In one aspect of the invention, a computer-based eSLA
system includes four main components: (1) an eSLA builder; (2) an eSLA provisioner;
(3) one or more execution systems; and (4) a system configuration and measurement
system. Generally, the eSLA builder component provides the mechanism for defining
and pricing the eSLA, checking the validity of the eSLA and a repository for storing the
completed eSLAs. The provisioning system is responsible for configuring the run-time
system in order to meet one or a set of eSLAs. The execution system is responsible for
handling the run-time user requests, e.g., Web servers and load distributors, and a
mechanism for enforcing the eSLAs at run-time. The system configuration and
measurement system maintains information on the current system configuration, and
run-time information on the metrics that are part of the eSLA.

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